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# Electronic Filing System (EFS) Data

## Electronic Patent Application Submission

### USPTO Use Only

EFS ID: 62451  
Application ID: 10798510 

Title of Invention: CALL PROCESSING SYSTEM AND  
SERVICE CONTROL POINT FOR  
HANDLING CALLS TO A CALL  
CENTER

First Named Inventor: Minh Khuc

Domestic/Foreign Application: Domestic Application

Filing Date: 2004-03-11

Effective Receipt Date: 2004-06-11

Submission Type: Information Disclosure  
Statement

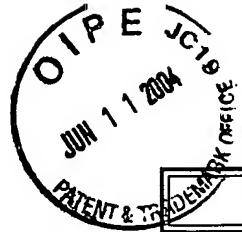
Filing Type:

Confirmation number: 6383

Attorney Docket Number: 1271a

Total Fees Authorized:

Digital Certificate Holder: cn=Michael J. Setter,ou=Registered Attorneys,ou=Patent and Trademark  
Office,ou=Department of Commerce,o=U.S. Government,c=US  
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## TRANSMITTAL

Electronic Version v1.1  
Stylesheet Version v1.1.0

Title of Invention	CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER	
Application Number:	10/798510	
Date:	2004-03-11	
First Named Applicant:	Mr. Minh Duy Khuc	
Confirmation Number:	6383	
Attorney Docket Number:	1271a	
<p>I hereby certify that the use of this system is for OFFICIAL correspondence between patent applicants or their representatives and the USPTO. Fraudulent or other use besides the filing of official correspondence by authorized parties is strictly prohibited, and subject to a fine and/or imprisonment under applicable law.</p> <p>I, the undersigned, certify that I have viewed a display of document(s) being electronically submitted to the United States Patent and Trademark Office, using either the USPTO provided style sheet or software, and that this is the document(s) I intend for initiation or further prosecution of a patent application noted in the submission. This document(s) will become part of the official electronic record at the USPTO.</p>		
Submitted by:	Elec. Sign.	Sign. Capacity
Mr. Michael J. Setter Registered Number: 37,936	Mr. Michael J. Setter	Attorney
Documents being submitted us-ids	Files 39201070c1ids-usidst.xml us-ids.dtd us-ids.xsl	
Comments		
It is believed that no fees are due in this matter. However, if it is determined that fees		

are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.



## ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18  
Stylesheet Version v18.0

Title of Invention	CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER				
Application Number:	10/798510				
Confirmation Number:	6383				
First Named Applicant:	Minh Khuc				
Attorney Docket Number:	1271a				
Art Unit:	2642				
Search string:	( 6731744 or 5206903 or 5592541 or 5631954 or 5675635 or 5828740 or 6185292 or 6215858 or 6266699 or 6311231 or 6366658 or 6415027 or 6470010 or 6175822 or 6470081 or 6470008 or 6529504 ).pn.				
<b>US Patent Documents</b>					
Note: Applicant is not required to submit a paper copy of cited US Patent Documents					
init	Cite.No.	Patent No.	Date	Patentee	Kind
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	2	5206903	1993-04-27	Kohler	
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	4	5631954	1997-05-20	Evans	
	5	5675635	1997-10-07	Vos et al	
	6	5828740	1998-10-27	Khuc et al.	
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	9	6266699	2001-07-24	Seveik	
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	12	6415027	2002-07-02	Malik	
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	14	6175822	2001-01-16	Jones	
	15	6470081	2002-10-22	Sbisa et al.	

	16	6470008	2002-10-22	Khuc
	17	6529504	2003-03-04	Sbisa

Signature

Examiner Name	Date